

VERMONT

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Vermont Consumers = 577



Fraud Complaints from Vermont Consumers = 470

Top Fraud Complaint Categories for Vermont Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	82	17%
2	Office Supplies and Services	55	12%
3	Internet Services and Computer Complaints	50	11%
4	Advance-Fee Loans and Credit Protection/Repair	48	10%
5	Magazines and Buyers Clubs	43	9%

¹Percentages are based on the total number of fraud complaints from Vermont consumers (470).

Amount Paid Reported by Vermont Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
470	\$319,498	314	67%	\$1,018

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Vermont consumers (314).

Top Vermont Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Burlington	61
Montpelier	23
Bennington	15
Essex Junction	15
Rutland	15



Identity Theft Complaints from Vermont Victims = 107

Identity Theft Types Reported by Vermont Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	66	62%
2	Phone or Utilities Fraud	18	17%
3	Bank Fraud	12	11%
4	Government Documents or Benefits Fraud	7	7%
5	Employment-Related Fraud	5	5%
6	Loan Fraud	4	4%
	Other	18	17%
	Attempted Identity Theft	9	8%

¹Percentages are based on the 107 victims reporting from Vermont. Percentages add to more than 100 because approximately 22% of victims from Vermont reported experiencing more than one type of identity theft.

Top Vermont Identity Theft Victim Locations

Victim City	No. of Victims
Burlington	15
Rutland	8
Colchester	7
Charlotte	4